N-FOCUS Major Release
Children and Family Services
March 17, 2013

A Major Release of the N-FOCUS system is being implemented March 17, 2013. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

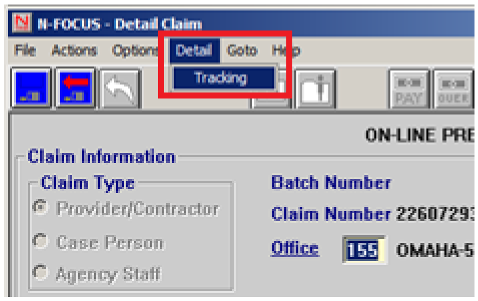
Table of Contents

General Interest and Mainframe

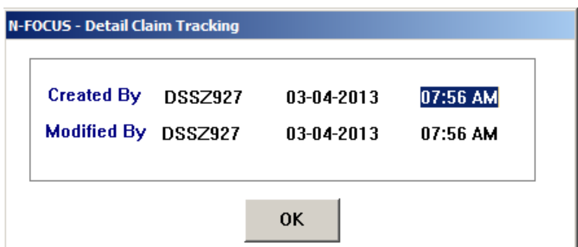
Claim and Claim Item Create/Modify User ID Tracking (New)

With this release, the User ID of the person or automated N-FOCUS process that creates and/or last modified a claim or claim item will be displayed.

To view this information for the Detail Claim window select Detail>Tracking.



Result: The Detail Claim Tracking Created/Modified By information displays.



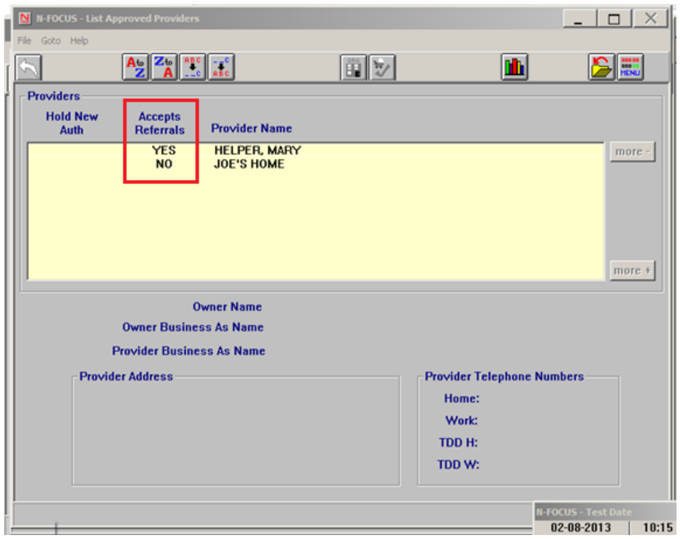
The Claim Item information will display on the Detail Claim Item window.

Note: Claims and Claim Items created/modified prior to this release will not have these new fields populated.

List Approved Providers (Change)

The Resource Development work group had asked for a way to show in N-FOCUS that an organization that provides services to our clients is or is not willing to take on new clients. We have added a Yes/No indicator, "Accepts Referrals" on the Detail Service Provider window, so workers can indicate that a Service Provider is or is not willing to take on new clients. This new indicator will then display on the List Service Provider window in the new column, 'Accepts Referrals'. At the request of the work group the 'Accept Referrals' indicator will default to NO for the following N-FOCUS Programs:

Social Services Aged and Disabled (SSAD)
Waiver Aged and Disabled (AD)
Personal Assistance Services (PASS)



We will also run a conversion program to set current providers in these programs to NO. Workers will have to go into N-FOCUS to manually change the indicator to Yes if appropriate. Service Providers in all other Programs will default to Yes.

Also, with the April 7th Interim Release, we will add new functionality in regard to searching for the List Service Provider, this will include being able to filter the Print List. This will allow the ability to print a list of providers who will accept new referrals, a list of those providers who are not willing to accept new referrals, and a list of both.

Accessing the List Provider Window

To access the List Provider window, follow these steps:

1. From the N-FOCUS Main Menu, select the Services icon.
   Result: The Search Service Type window displays.
2. Select the appropriate Program.
3. Select the Search push button.
   Result: The List Service Type window displays.
4. On the List window, locate the appropriate Service Type and select the Open icon.
   Result: The Detail Service Type window displays showing the list of Programs that use the selected Service.
5. Select (highlight) the appropriate Program in the Program Service group box.
   Result: The List Providers pushbutton enables.
6. Select the List Providers pushbutton.
   Result: The Search Approved Provider window displays.
7. Enter appropriate search criteria, County, City and Zip Code or City and Elementary School.
8. Select Search pushbutton
   Result: The List Approved Providers window displays.

Email Address (Change)

When you add or change a person's physical address in N-FOCUS and at the same time add or change that person's Email address, the Email Address doesn't always save. With the March Release both addresses will save.

Alerts

RD – Alert #401 - Suitability Assessment

Resource Development workers had asked that they receive an electronic Alert whenever a SDM Assessment of Placement Safety and Suitability is created for an organization to which they are assigned. This alert will be sent to anyone assigned to the Org when an APSS is created.

Alert Text:

A SDM Assessment of Placement Safety and Suitability has been created for <Org Name>, ID # <~>

Suppress License Renewal Letter for Tribal Facilities (Change)

With the March 20, 2013 Batch Release, there will be the following change:

Currently Alert #192 is sent out three times in relation to a License Expiration date. The first alert is sent at 90 days prior to the Effective End Date of the License. Along with the 90 day alert, a License Renewal Letter is also generated. Because Tribal facilities are not licensed through the State, they should not be receiving the Renewal Letter. With the March Release an edit will be set in place that will suppress the Renewal Letter from being created, but still have the Alert be generated.

Correspondence

CC Service Authorization Notices to OnBase (Tip)

Note that all CC service authorization notices are sent nightly on a file to OnBase. Unless approved for an exception, the CC provider must view notices electronically on the CC Claims Web Portal. The correspondence windows in N-FOCUS continue to retain the status of "Print Batch" even if the notice is not sent from OnBase to the Print Shop.

Review/Recertification Letter (Tip)

If you create the Review/Recertification Letter it will not show in Correspondence. This letter gets created that night in batch so the PIN number can be listed in the letter. This letter created by the worker will never show in correspondence.

Document Imaging

Printing a Bar Code (Tip)

If you are printing a barcode for a document that you are sending to the client you must select the Generate Alert box. This box use to be checked by default but now you must select this box to generate the Alert.

If the Generate Alert box is not checked, the Mail Received Alert does not get created when the document is returned.

Deleting Documents (Tip)

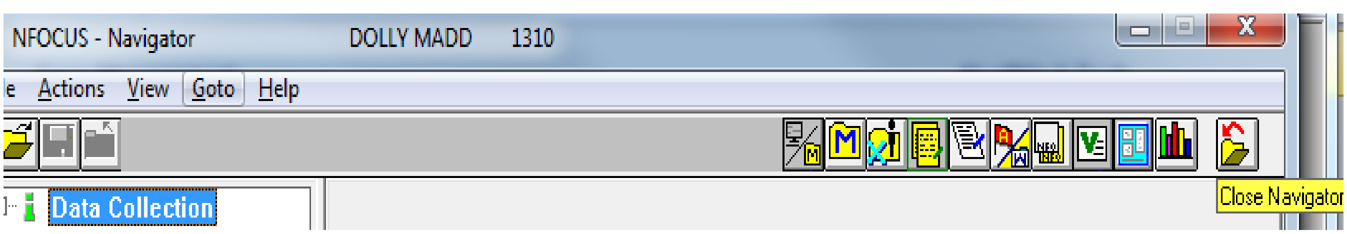
Do Not delete documents that need to be attached to a different person. Send an e-mail to one of the ANDI Centers to have the document corrected. If the ANDI center does the correction we have a history of the changes.

Expert System

Expert system Notices Navigation (New)

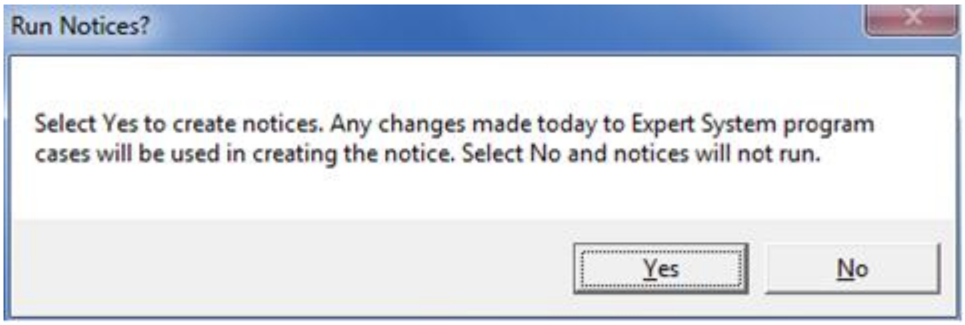
The navigation for Expert System notices was redesigned so that at any point a staff person exits from Expert System or is ready to check in a case, a message will pop up asking if they want to run Notices. Before allowing the user to check in the case, either Yes or No must be selected to the Run Notices question.

Existing functionality has not changed.

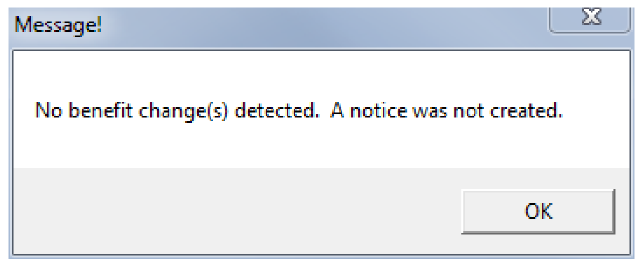


Every time the Close Navigator icon is selected, Notices will run automatically.

The Run Notices dialog box will automatically display before a case can be checked in. See below for the new message that displays.

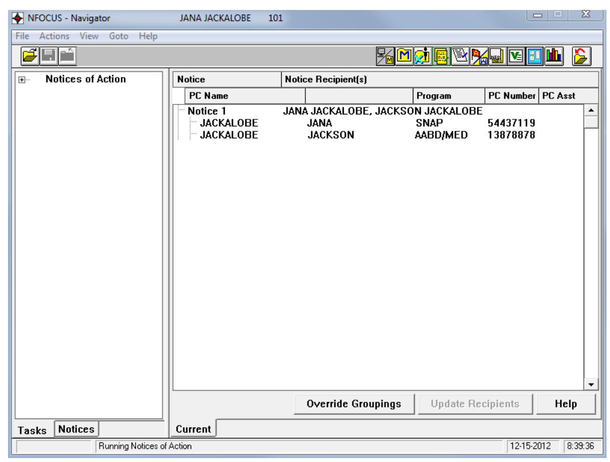


If Yes is selected and no changes were made that would create a notice, the following message shown to the right will appear:



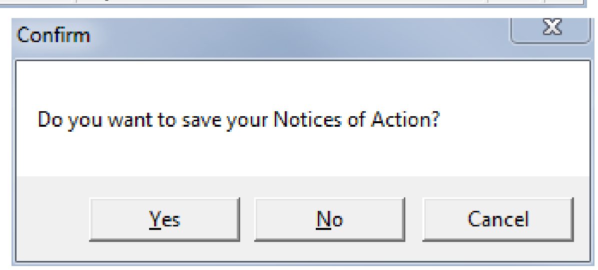
If Yes is selected and changes were made (budget changes, Case or Participant actions taken), the Notices will be created

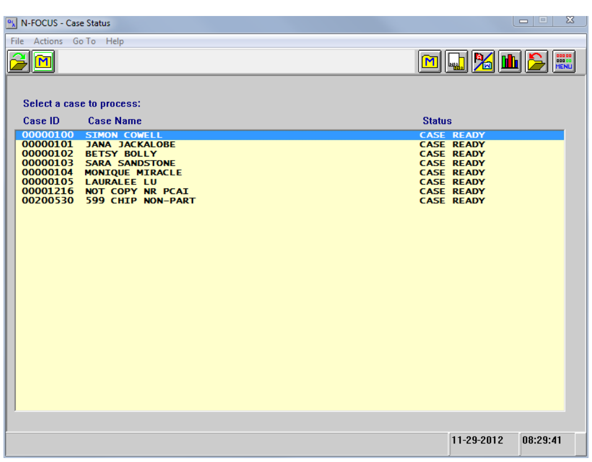
The Notice of Action window will display and will create the Notice the same way it always has.



All notices functions are available. When the notice has been reviewed and up dated if needed, the Expert System navigator can be closed. A question will be asked if the notice(s) should be saved.

- Yes will save the notices and return the user to the case status window
- No will not save the notice(s) and the user will be returned to the case status window

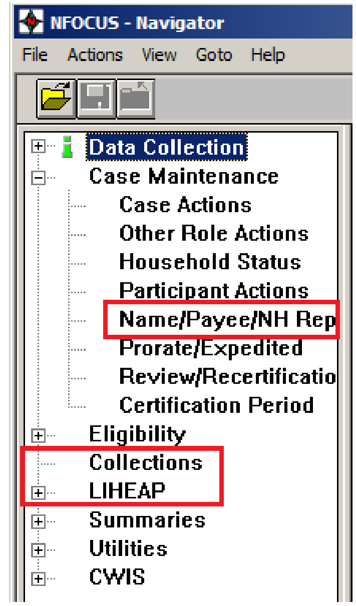




Tree List (Change)

The PC Name/Payee task has been changed to read Name/Payee/NH Rep.

The Collections Task and the LIHEAP Task have been moved below the Eligibility Task on the Expert System Tree List.



Family Relationship (Change)

The Adoptive Parent/Child relationship in the Family Relationship module must be entered before the Adoption module can be processes.

Note: The adoptive parent/child relationship is required for Federal Reporting.

Guardianship Module (Change)

It is now required to document the dates that the child lived with the guardian in the Guardianship Module. This is necessary for the GAP Kinship Guardianship Program.

Funding Detail (Change)

The dates for Living with a Specific Relative are now only required for current wards in the Funding Detail.

Children and Family Services

SDM Intake (New)

Functions based on the Structured Decision Making Intake tools are now available for intake workers to screen C/AN, Dependent Child, and Adult Protective Services Intakes. The information entered into the tools will determine whether the report meets the criteria to accept for assessment/investigation and, if so, what priority it will have.

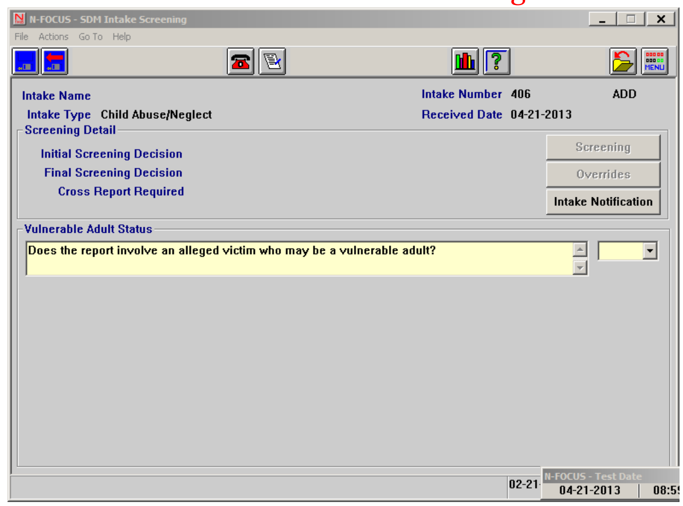
The Screening Decision button on the Detail Intake Window becomes enabled once the intake is saved as a C/AN, Dependent Child, or Adult Protective Services intake.

After clicking the Screening Decision button, the SDM Intake Screening window will display. The Intake Name, Type,, Number, Received Date, Initial Screening Decision, Final Screening Decision, and Cross Report Required will display.

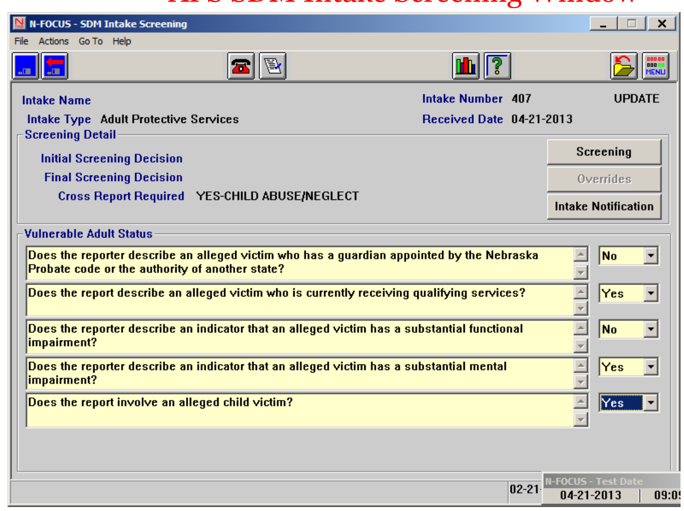
- All Vulnerable Adult Status Questions must be answered and the window saved before proceeding.
- Child intakes only have one question to determine if a cross-report to APS is required.
- Adult intakes have four questions for vulnerable adult status screening and one to determine if a cross-report to CPS is required.

- After the window is saved, the cross report required (yes or no) is displayed and the Screening button enables (for APS only if 1 or more of the 1st 4 vulnerable adult questions is 'yes', if all are no the Override button enables).
- Now click the Screening button.

CPS SDM Intake Screening Window

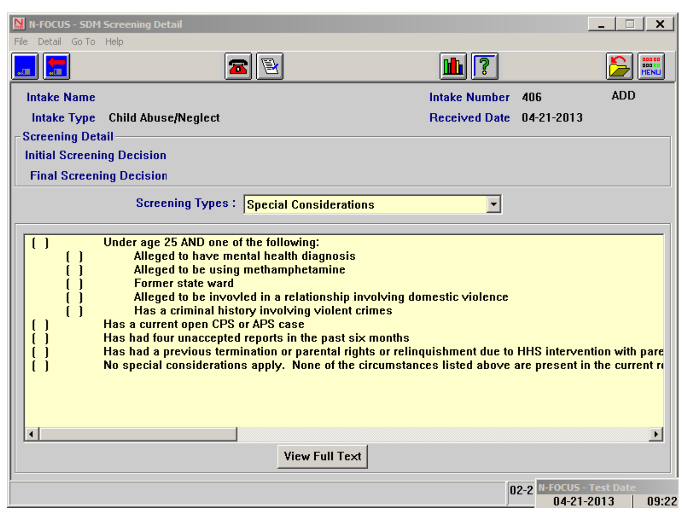


APS SDM Intake Screening Window

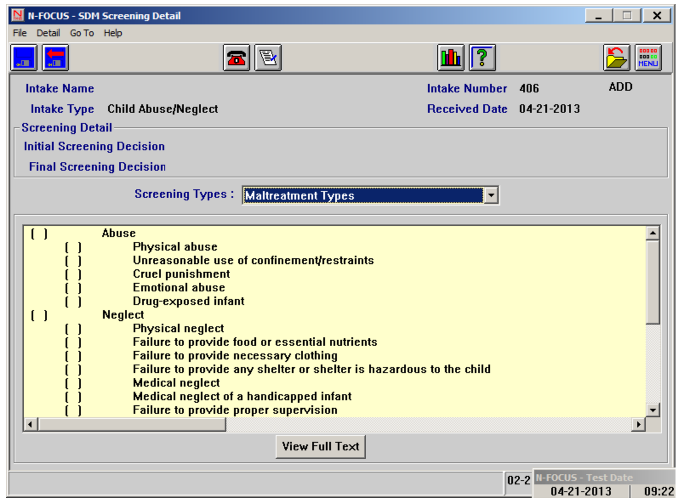


Special Considerations:

- The SDM Screening Detail window will display.
- In the Screening Types drop down, Special Considerations and Maltreatment types are listed.
- Select the Appropriate Special Considerations to determine if a collateral call is needed. At least one option must be selected.
- If no Special Considerations Apply, select the last option. At least one selection must be chosen. If the last option is selected no other options can be chosen.



Maltreatment Types:

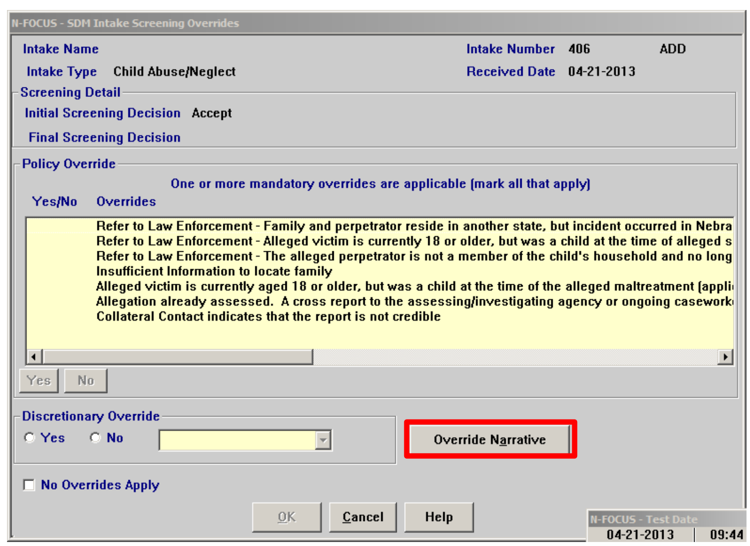


- Select the appropriate Maltreatment Types based on the information in the report. At least one option must be selected.
- When selecting a sub-category the category which it resides will automatically select.
- If No Maltreatment Types apply select the last option, 'No Allegations Apply'. If that option is chosen, no other options can be chosen.

- Once Maltreatment Types and Special Considerations are entered and the window is saved, the Initial Screening Decision will display. Close this window to return to the SDM Intake Screening window. Now the Overrides button will be enabled on the SDM Intake Screening window. Click the Overrides Button to open the SDM Intake Screening Overrides window.

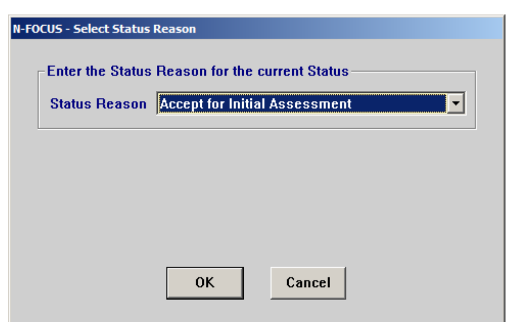
  Note: In some cases specific Maltreatment Types will require corresponding allegations when selected.

Overrides:



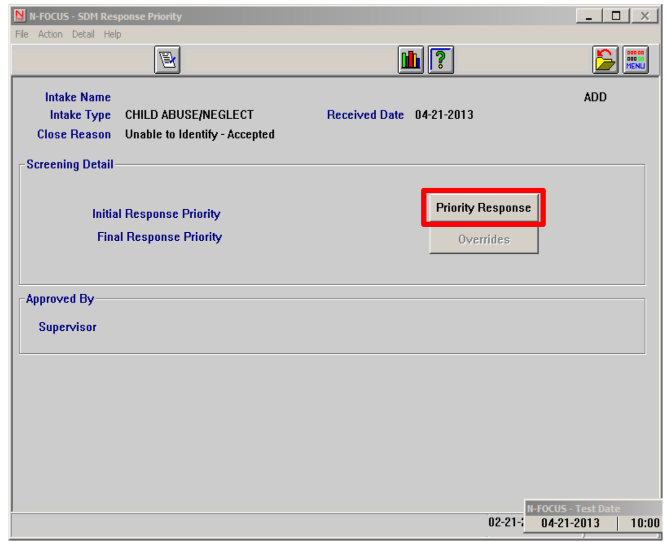
- Select 'Yes' or 'No' for each policy override that applies. Multiple policy overrides may be highlighted and answered at once.
- If no Policy Overrides apply Select 'Yes' or 'No' for a Discretionary Override. If a Discretionary override is 'Yes' an Override Narrative is required.
- If 'No Overrides Apply', check that box to automatically enter no for all overrides.
- Click OK to return to the SDM Screening Window and now the Final Screening Decision will display.

After the SDM Screening and the rest of the initial entry of the intake is complete, close the intake from the action menu. The Select Status Reason window displays. When a status reason selected requires a priority for a DHHS response, the SDM Response Priority window will display after clicking OK.



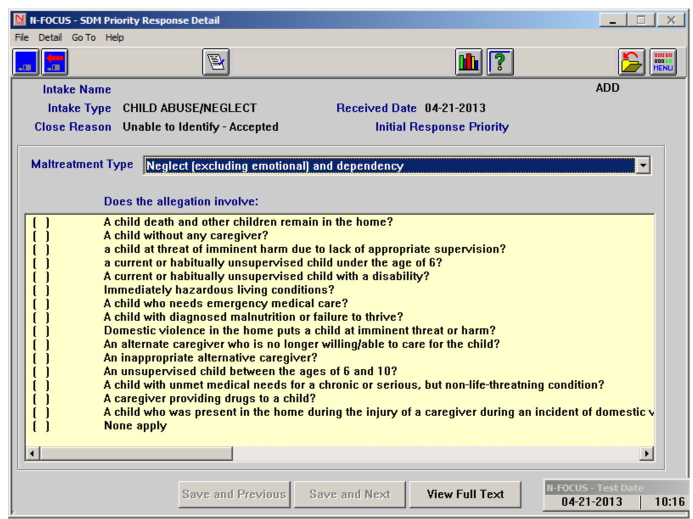
SDM Response Priority

The SDM Response Priority is complete for intakes that require a DHHS response. The Intake Name, Type, Received Date, and Close Reason will display on the window. The Priority Response button will be enabled.



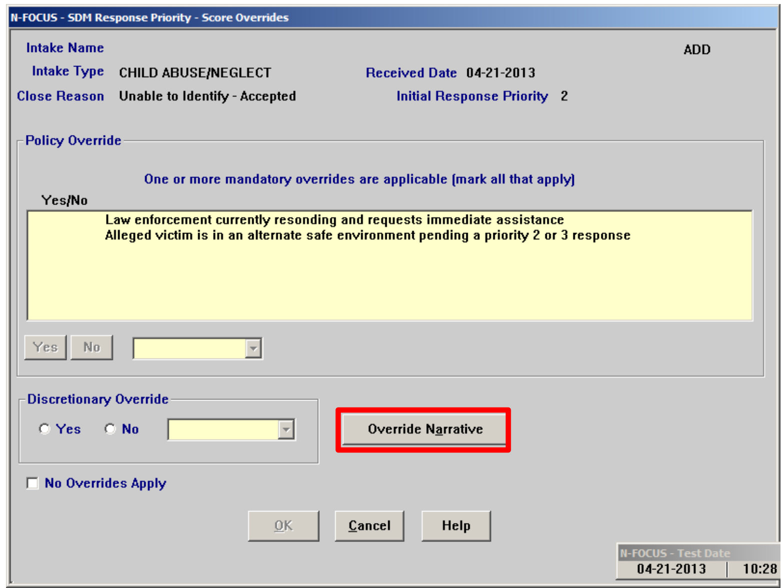
Priority Response:

- Click the Priority Response button.
- The Priority Response Detail window will display.
- For APS intakes, one set of questions will display to determine the Priority. At least one selection must be made. Select 'None Apply' if none of the questions can be checked indicating a 'Yes' response.
- For Child intakes, up to four sets of questions based on the maltreatment types selected in the SDM Screening. At least one selection must be made on each available set of questions. Select 'None Apply' if none of the questions can be checked indicating a 'Yes' response.
- Either use the drop down, 'Save and Previous' or 'Save and Next' buttons to navigate between the Child Maltreatment Type sets of questions.



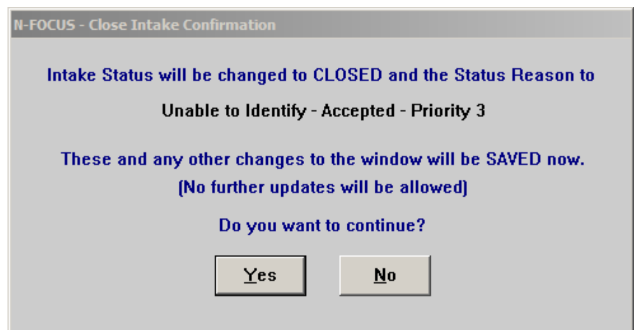
Once Response Priority question entries are completed and the window is saved, the Initial Response Priority will display. Close this window to return to the SDM Response Priority window. Now the Overrides button will be enabled on the SDM Response Priority window. Click the Overrides Button to open the SDM Intake Screening Overrides window.

Overrides:



- Select 'Yes' or 'No' for each policy override that applies. Multiple policy overrides may be highlighted and answered at once.
- If no Policy Overrides apply Select 'Yes' or 'No' for a Discretionary Override. If a Discretionary override is 'Yes' an Override Narrative is required.
- If 'No Overrides Apply', check that box to automatically enter no for all overrides.

After overrides are completed, click 'OK'. If this is the initial entry of the SDM Response Priority, the Response Priority windows will close and the Close Intake Confirmation will display. If it is not the initial entry of Reponse Priority, clicking OK will return to the SDM Response Detail window. Close that window to return to the Intake Detail window or if updating Priority Response to display the Close Intake Confirmation.

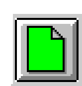


- Click 'Yes' to complete the close of the intake.
- Click 'No' to return to the Intake Detail window with the intake still in 'Open' status.

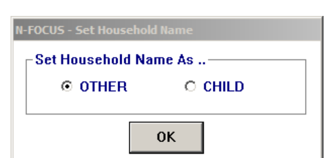
When an intake is in Close, Approved, or Final status the Screening Decision and Response Priority may be viewed by using the clicking on 'Detail' and selecting Screening Decision or Priority Response.

SDM Households with no Caregiver (Change)

Now SDM Household will be able to be created for children in cases where there is no Primary or Secondary caregiver. From the SDM Household Summary/Detail window select the 'New' icon to create a new SDM Household. This will open the Detail SDM Household window.



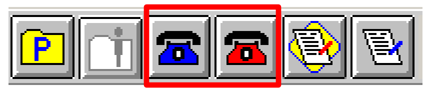
- Highlight the person and select Household Name.
- Select Other or Child for the person's role.
- Add additiona persons with the role of Child or Other as needed.
- Enter Referral Date and save the SDM Household.



Tie Between Intakes and SDM Risk/Prevention Assessments (Change)

Ties to intakes are now required prior to updating a status of an Initial Risk Assessment and optional for Prevention Assessments. In order to tie an intake to a Risk or Prevention Assessment use the select arrow for intake to search for the appropriate intake.

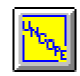
Once an intake is tied to the assessment the Intake and Allegation icons will enable to flow from the assessment.



UNCOPE Substance Abuse Screening Tool (New)

UNCOPE is a six item screening tool used to identify individuals who are at risk of substance addition. The decision has been made to use this tool with all families in a Child Abuse/Neglect Intake accepted for Assessment. Although UNCOPE is to be completed on all adults at the time of the Safety and Risk Assessment, it is independent of SDM.

The UNCOPE Tool is accessed by clicking the UNCOPE icon located on the SDM Household Summary/Detail window.

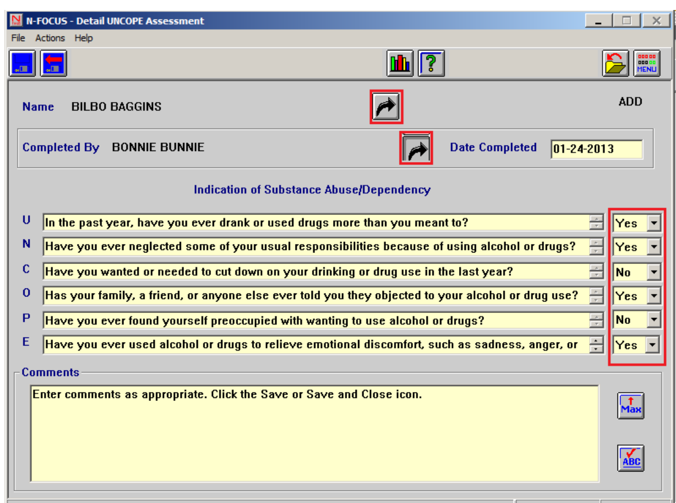


The List UNCOPE Assessment window will display.

- Click the New icon to create a new assessment – Or
- Select an existing assessment from the list and click the Open icon

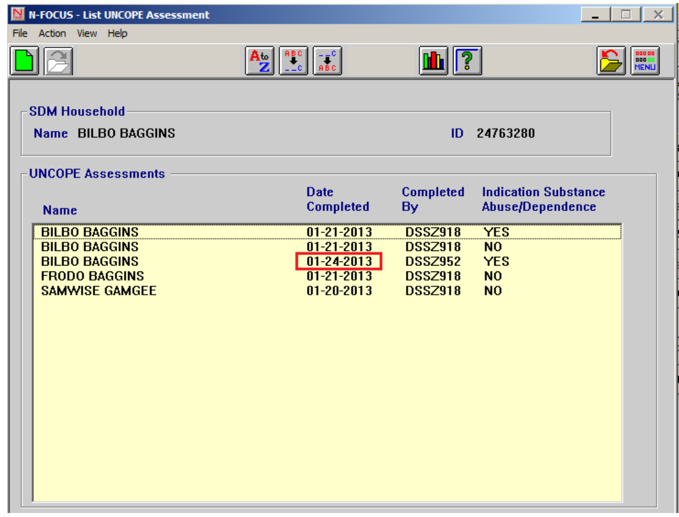
Creating a New UNCOPE Assessment (New)

The UNCOPE Assessment consists of six Yes or No questions and is connected to an individual. One individual may have several UNCOPE assessments. The current UNCOPE will be identified by Date Completed.



1. Select the out select arrow to enter the name of the person who was assessed.
2. Select the out select arrow to enter the name of the Worker who completed the Assessment.
3. Enter the Date Completed field.
4. Select Yes or No from the drop-down field for each UNCOPE question.
5. Enter Comments as appropriate.
6. Click the Save or Save and Close icon.

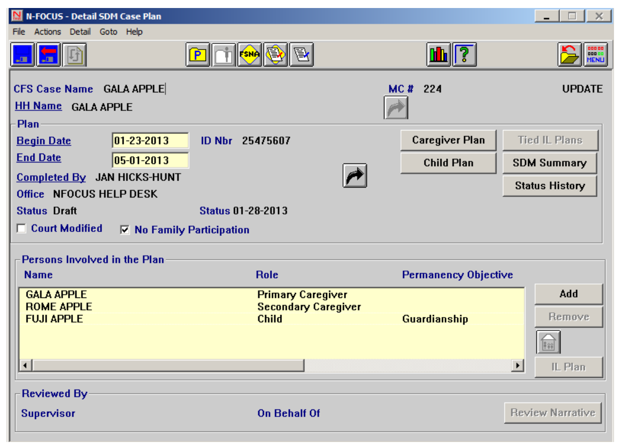
7. The List UNCOPE Assessment window will display.
    - The current Assessment will be identified by the Date Completed.



SDM Case Plan Window (New)

The SDM Case Plan window is now available to document the case plan strategies for specific SDM Households. This window will indicate the Begin and End Dates of the Case Plan, the Staff Person who created the Case Plan, whether the Case Plan was Court Modified and whether there is Family Participation in the Case Plan. All Persons involved in the Case Plan are also indicated on this window.

Once the SDM Case Plan has been reviewed, the Reviewed By information is also displayed.



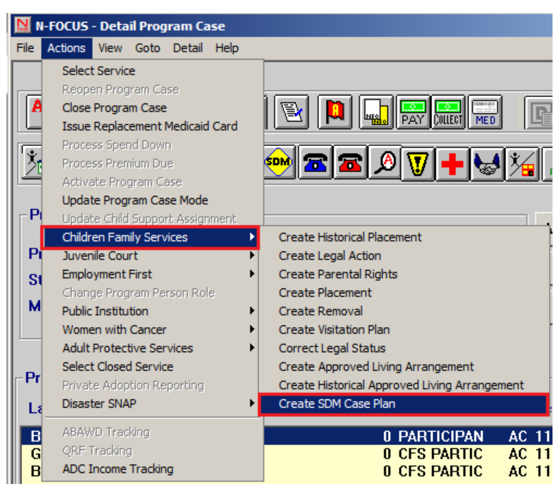
Creating an SDM Case Plan (New)

To create a new SDM Case Plan, follow these steps:

1. From the Detail Program Case window, a new SDM Case Plan can be created by following one of these actions:
    - Click the Case Plan button
    - Select Action>Children and Family Services>Create SDM Case Plan

   If there is an existing SDM Case Plan, the List SDM Case Plan window will display. Click the New icon to proceed.

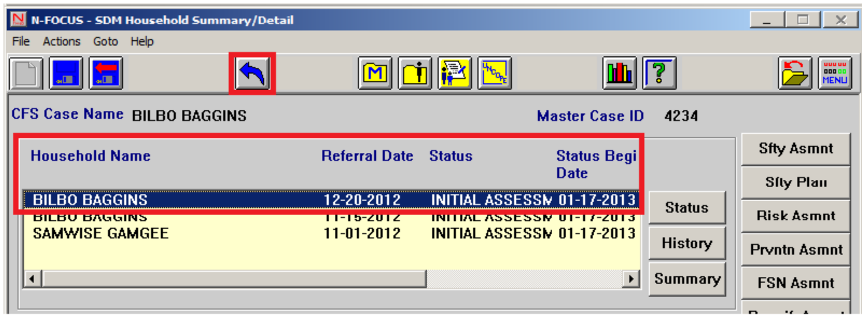
   If there is <u>not</u> an existing SDM Case Plan, the Detail SDM Case Plan window will display.



2. Select the Black Out Arrow to access the

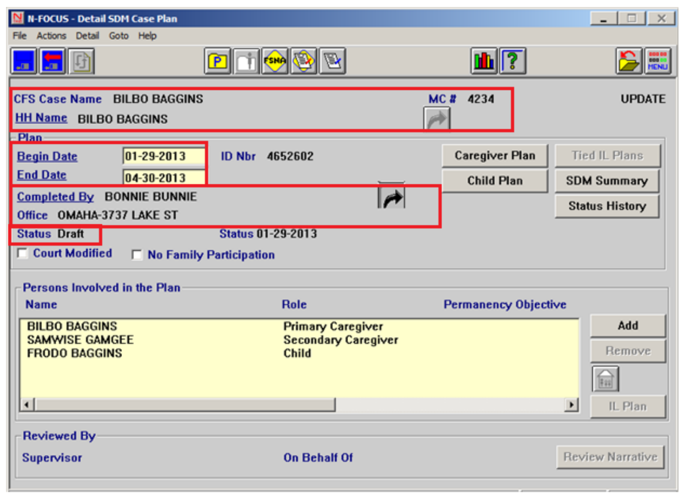
SDM Household Summary/Detail window.

3. Select the appropriate Household Name.
4. Select the Blue Back Arrow.



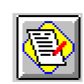
The Detail SDM Case Plan window will display with the HH Name field populated with the Persons involved in the Plan listed at the bottom of the window.

5. Enter the Begin Date.
6. Enter the End Date.
7. Select the Completed By Black Out Select Arrow and locate the appropriate Staff Person/Office Position.



Note:

- The SDM Case Plan could be saved in Draft Status at this point.
- The Court Modified check box is checked if the Court modifies the SDM Case Plan.
- The No Family Participation check box is checked if the family refuses to participate in the goals of the SDM Case Plan and/or refused to sign the plan.
  - If this box is checked, a warning message will appear stating it is mandatory for the Family Participation Attempts narrative to be entered. Selecting Yes on this message will take you to the narrative to enter immediately.
  - Selecting No will navigate you back to the Detail SDM Case Plan window. You can then enter the Family Participation Attempts narrative by clicking the Plan Narrative icon.



Add a Person to the SDM Case Plan (New)

To add a person to the SDM Case Plan, follow these steps:

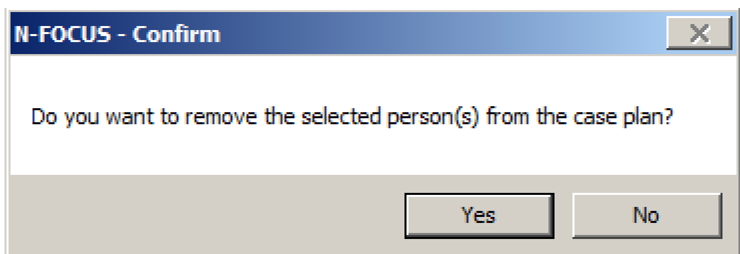
1. Click the Add button in the Persons Involved in the Plan group box.
   

   - If there is a person in the SDM Household that is not currently in the Case Plan, the Add SDM Household Participants pop up window will display.
   - If there is not a person in the SDM Household that is not currently in the Case Plan, an informational message will display indicating that no new household person was detected.
2. Select the SDM Household person to add.
3. Click OK.

Remove a Person from the SDM Case Plan (New)

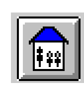
To remove a person from the SDM Case Plan, follow these instructions:

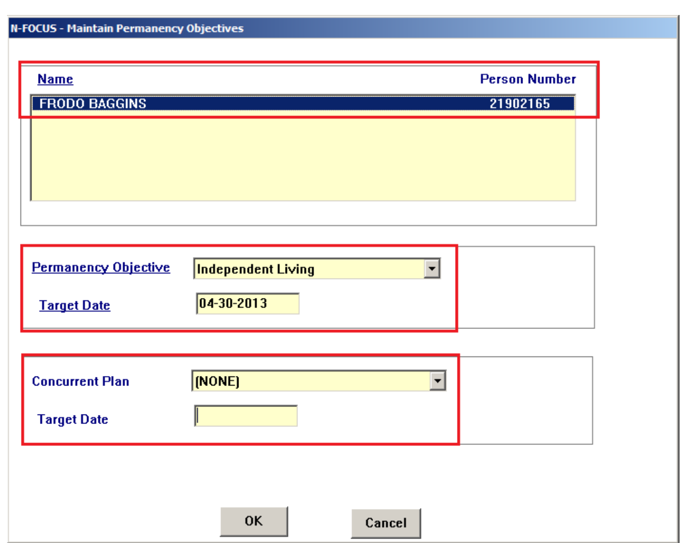
1. Select the person to be removed from the Persons Involved in the Plan group box.
2. Click the Remove button.
3. Click Yes on the confirmation window.



Entering the Permanency Objective (New)

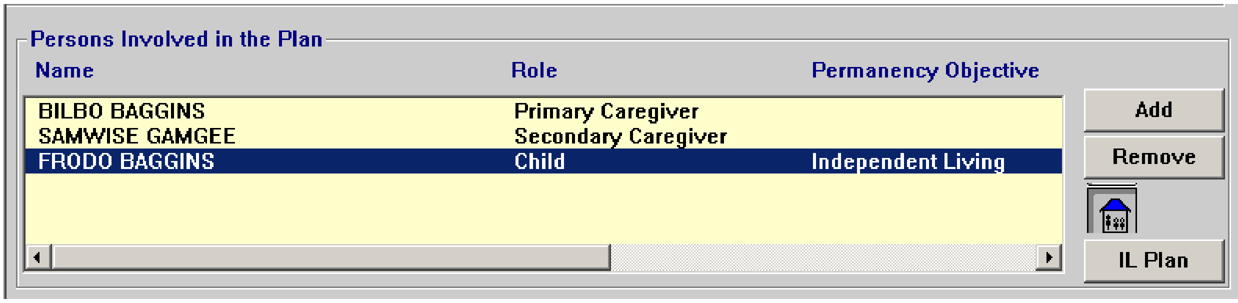
To enter the Permanency Objective for a child in the SDM Household, follow these steps:

1. Highlight the child from the Persons Involved in the Plan group box.
   Note: Children may be multi selected from this list.
2. Click the Permanency Objective icon.
   The Maintain Permanency Objectives dialog box displays.
   
3. Select the Permanency Objective from the drop down list.
4. Enter the Target Date.
5. Select the Concurrent Plan from the drop down list if appropriate.
6. Enter the Target Date.
7. Click OK.



The Detail SDM Case Plan window will display with the

Permanency Objected indicated in the Persons Involved in the Plan group box.



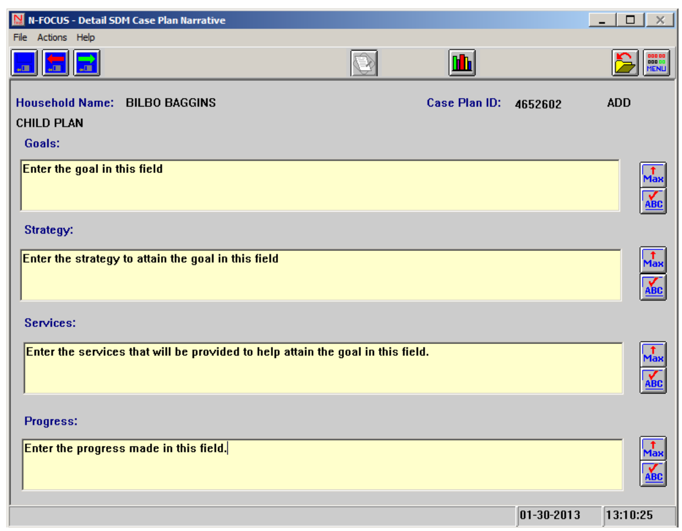
Creating a Child Plan (New)

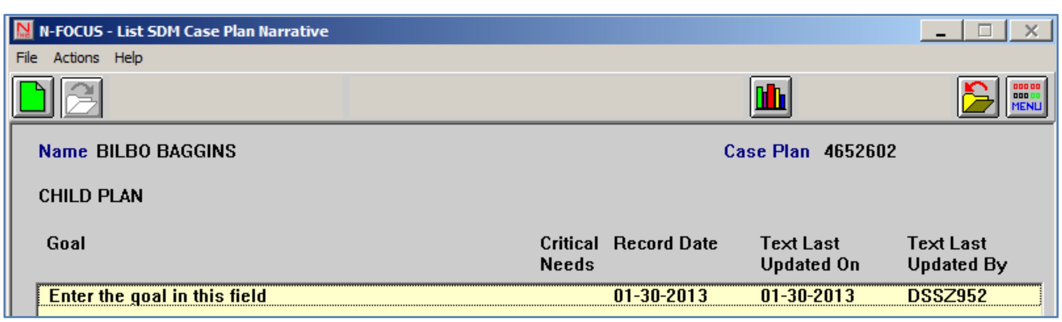
It is mandatory to create a Child Plan for each SDM Case Plan.

To create a Child Plan, follow these steps:

1. From the Detail SDM Case Plan window, select the Child Plan button or select Detail>Child Plan. The Detail SDM Case Plan Narrative window displays.
2. Enter the Goal narrative text. This is a mandatory field and must be saved to retain the Goal.
3. Select Save and Next or Save and Close icon as appropriate. When the Save and Close icon is selected, the List SDM Case Plan window will display with the list of goals entered.

   Note: Each goal must have strategies, services and progress entered prior to the Case Plan being finalized.





Creating a Caregiver Plan (New)

Creating a Caregiver Plan is optional for the SDM Case Plan.

To create a Caregiver Plan, follow these steps:

1. From the Detail SDM Case Plan window, select the Caregiver Plan button or go to the Detail >Caregiver Plan. The Detail SDM Case Plan Narrative window displays.

2. Enter the Goal narrative text.
   Note: This is a mandatory field and must be saved to retain the Goal.
3. Select the Save and Close icon to save the goal and exit the window. The List SDM Case Plan window will display with the goals listed.

   - Additional Goals may be entered by clicking the Save and Next icon or by clicking on the new icon on the List SDM Case Plan Narrative window.
   - Each goal must have strategies, services and progress narrative entered prior to the Case Plan being finalized.
   - If the Critical Need box was checked for any of the goals in the Caregiver Plan, then the Significance SDM Narrative must be entered. This narrative can be accessed by clicking on the Plan Narrative icon.

Creating an IL Plan (New)

The IL button (Independent Living) is enabled if the child is at least 16 years old.

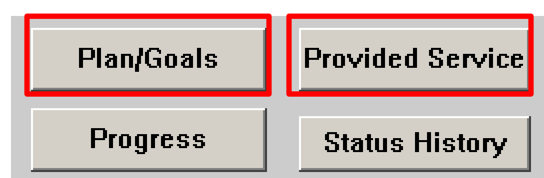
To create an IL Plan, follow these steps:

1. From the Detail SDM Case Plan window, select the appropriate child from the Persons Involved in the Plan box.
2. Click the IL Plan button.
   The Detail Independent Living Plan window will display. If there is already an IL Plan created this button will flow to the List Independent Living Plan window.

3. Click the New icon.
4. Create the Independent Living Plan for the child.

   Note: If there is an existing IL Plan the New icon will not be enabled. Any previous IL Plans would need to be finalized prior to creating a new IL Plan.

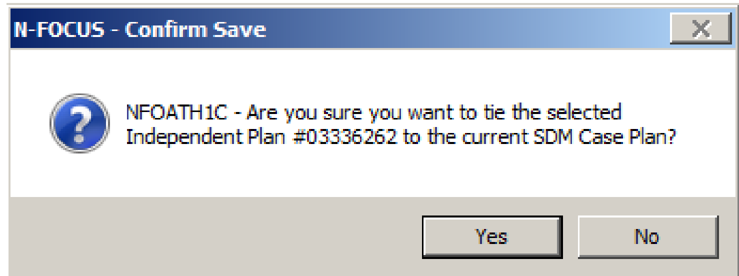
5. IL Plans must have Plan/Goals entered and at least one provided service to update the plan from 'Draft' to 'Ready for Review'. Provided Services may be entered for each month that the IL Plan is not closed.



How to Tie the IL Plan (New)

The IL Plan must be tied to the SDM Case Plan prior to finalizing the Case Plan.

To tie the IL Plan to the SDM Case Plan, follow these steps:



1. From the Detail SDM Case Plan window, select the child for whom the IL Plan was created from the Persons Involved in the Plan group box.
   The IL Plan button becomes active.
2. Click the IL Plan button.
   A Confirm Save dialog box will appear.
   - Select Yes to tie the IL Plan to the Case Plan.
   - Select No to not tie the IL Plan to the Case Plan.

   Note: If there are multiple IL Plans, the List Independent Living Plan window will display. Highlight the desired IL plan and select the Blue Back Arrow. The Confirmation window will then display.

   The IL Plan can also be tied by highlighting the child in the Person Involved group box on the Detail SDM Case Plan window and selecting Go to Actions>Tie IL Plan.

   When the IL Plan is tied, the IL Plan button will be grayed out, and the Tied IL Plans button will be enabled.

How to Untie the IL Plan (New)

To untie the IL Plan, follow these steps:

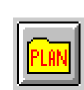
1. From the Detail SDM Case Plan window, highlight the child in the Persons Involved in the Plan group box.
2. Select Go to Actions>Untie IL Plan.
3. A Confirm Save dialog box will appear.
   - Select Yes to tie the IL Plan to the Case Plan.
   - Select No to not tie the IL Plan to the Case Plan.

   Note: If there are multiple IL Plans, the List Independent Living Plan window will display. Highlight the desired IL plan that is currently tied to the Case Plan and select the Blue Back Arrow. The Confirmation window will then display.

   When the IL Plan is untied, the Tied IL Plan button will be grayed out, and the IL Plans button will be enabled.

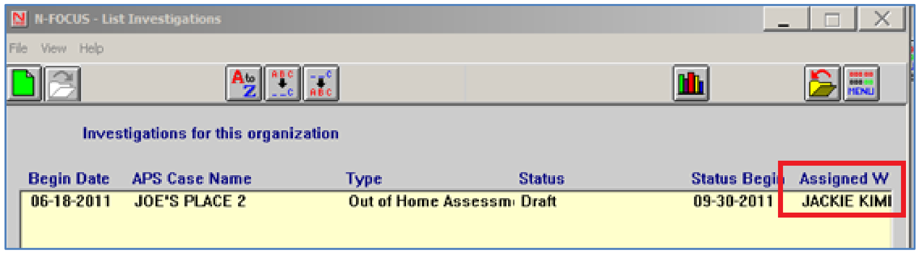
Viewing the CFS Case Plan

The CFS Case Plan is accessed from the Detail Program Case window by selecting the CFS Case Plan icon. Staff persons will continue to work with these "old" case plans until the case plan has been complete. All new case plans should be created through the SDM Case Plan steps listed previously.



APS List Investigation Window (Change)

The Assigned Worker field will now accurately display the name of the Assigned Worker.



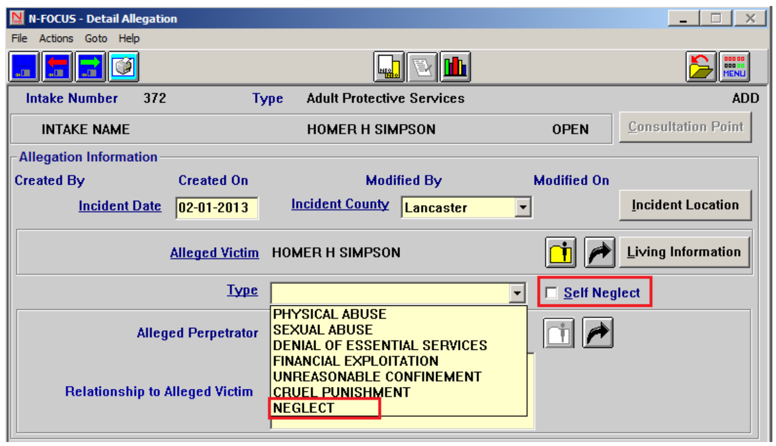
APS Investigation Type-Self-Neglect Assessment (New)

A new investigation type of Self-Neglect Assessment is now available for intakes closed with a status reason of Accept for Self-Neglect Assessment.

APS Detail Allegations Type (Change)

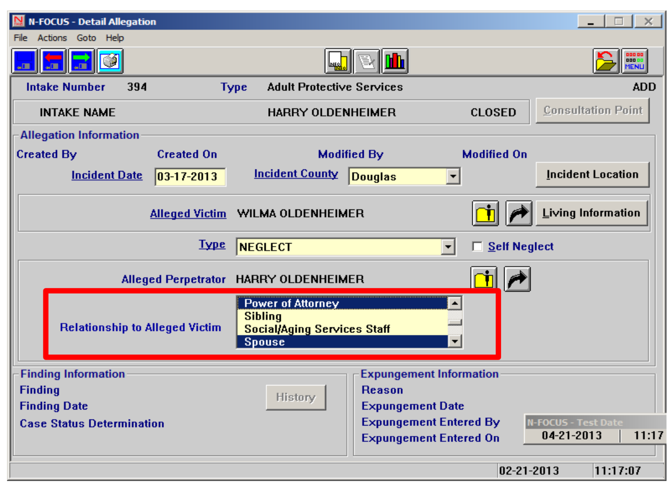
The Allegation Type of Denial of Essential Services has been changed to Neglect. The Denial of Essential Services will be end dated and the new term Neglect will display.

This allegation type, Neglect, should be used in the same manner as the Denial of essential Services previously was used. Select the Self Neglect check box if appropriate.



APS Detail Allegation Relationship (Change)

Alleged Perpetrator relationships to an Alleged Victim can now be multi-selected to show the various roles and relationships between an Alleged Perpetrator and an Alleged Victim, i.e. both a Spouse and a Power of Attorney. Once relationships between an Alleged Perpetrator and an Alleged Victim have been selected they will carry forward to any subsequent allegations created with the same persons entered as Alleged Perpetrator and Alleged Victim.



Deleting and Reopening Investigations (Change)

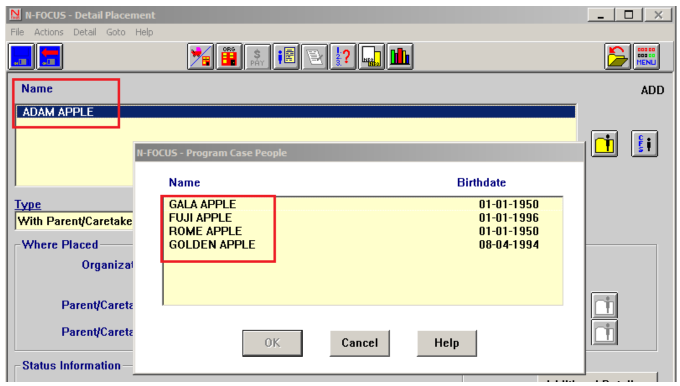
Deleting Out of Home Assessments, Org. Related Investigations, and APS Investigations in Draft status and Reopening Investigations in Final status are now options available for select staff. To delete or reopen an Investigation, use the Action menu and select 'Delete Investigation' or 'Reopen Investigation' when enabled.

Background Checks for Tribal Foster Homes (New)

With the March 17th Release, when creating a License for a Tribal foster care facility, N-FOCUS will require that Background Checks be documented in order to set the License to Active Status. Creating an Approval will not require the Background Checks.

Placement with Parent (Change)

When documenting a placement with a parent, the name of the child who is being placed will no longer display in the Program Case People selection box.

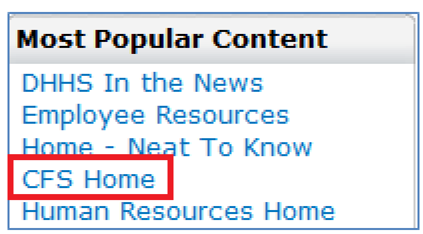


Reopen Closed SDM Households (Change)

Supervisors and Administrators are now able to reopen Closed SDM Households when the SDM Household was closed in error.

CFS Training Desk Aids New Location (Change)

The CFS Training Desk Aids can now be accessed through the DHHS Intranet Home Page. To access these documents, follow these steps:



1. Open the DHHS Employee Intranet Home Page.
2. Click CFS Home
   - Located under the listing of Most Popular Content
   - The CFS Home Page will open
3. Click the Child Welfare Juvenile & Protective Service link
   - This link is located on the left side of the window
4. Click the CWIS Training Desk Aid
   - This link is located on the left side of the window
   - The training documents will display
5. Click the title of the training document you wish to view.
6. The Open Document dialog box displays.
7. Click OK